

# This Position Is No Longer Available

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**Control Number:** 407437400

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**Job Title:** SUPERVISORY MISSION SUPPORT SPECIALIST

**Department:** Department Of Homeland Security

**Agency:** Customs and Border Protection

**Job Announcement Number:** MHCMP-1436768-AML

**This position is closed and no longer accepting  
online applications through USAJOBS.**

**The contents of the announcement can still be viewed.**

**SALARY RANGE:**

\$83,468.00 to \$108,507.00 / Per Year

**OPEN PERIOD:**

Wednesday, June 24, 2015 to Wednesday, July 8, 2015

**SERIES & GRADE:**

GG-0301-13

**POSITION INFORMATION:**

Full Time - Permanent

**PROMOTION POTENTIAL:**

14

**DUTY LOCATIONS:**

1 vacancy in the following location:

San Juan, PR [View Map](#)

**WHO MAY APPLY:**

Current U.S. Customs and Border Protection employees with competitive status.

**SECURITY CLEARANCE:**

Public Trust - Background Investigation

**SUPERVISORY STATUS:**

Yes

**JOB SUMMARY:**

***Customs & Border Protection (CBP): Securing America's Borders***

Do you desire to protect American interests and secure our Nation while building a meaningful and rewarding career? If so, the Department of Homeland Security (DHS) is calling. DHS components work collectively to prevent terrorism, secure borders, enforce and administer immigration laws, safeguard cyberspace and ensure resiliency to disasters. The vitality and magnitude of this mission is achieved by a diverse workforce spanning hundreds of occupations. Make an impact; join DHS.

Discover a challenging and rewarding career in CBP, the sole organization responsible

for securing the nation's borders. At U.S. Customs and Border Protection, we:

- Screen passengers, vehicles, and shipments entering our country
- Seize illegal narcotics, vehicles, and agricultural products
- Prevent unauthorized entry into the country
- Rescue individuals who fall into dangerous conditions traversing our border

For more information about CBP's mission, activities, and careers, please see <http://www.cbp.gov> (<http://www.cbp.gov>).

This position will allow you to use your expertise in administrative oversight and assistance to provide substantive support to CBP upper management. Apply for this exciting opportunity to strengthen the Department's ability to perform homeland security functions by assisting with critical mission support functions. This position starts at a salary of \$83,468 (GG-13, Step 1) with promotion potential to GG-14.

**Who May Apply:** Current U.S. Customs and Border Protection employees with competitive status.

For definitions of terms found in this announcement, please see [http://www.dhs.gov/xabout/careers/gc\\_1303762131481.shtm](http://www.dhs.gov/xabout/careers/gc_1303762131481.shtm) ([http://www.dhs.gov/xabout/careers/gc\\_1303762131481.shtm](http://www.dhs.gov/xabout/careers/gc_1303762131481.shtm)).

**Organizational Location:** This position is located within U.S. Customs and Border Protection, Office of Field Operations, San Juan Field Office, San Juan, PR.

One or more selections may be made using this job opportunity announcement.

#### **TRAVEL REQUIRED**

- Occasional Travel
- Occasional travel may be required.

#### **RELOCATION AUTHORIZED**

- No

#### **KEY REQUIREMENTS**

- You must be a US citizen
- You may be required to successfully complete a background investigation.
- Males born after 12/31/1959 must be registered with the Selective Service
- You may be required to pass initial and random drug testing

**DUTIES:**[Back to top \(Top of Page\)](#)

Your job will include:

- Supervising a group of administrative employees who are responsible for assessing the productivity, effectiveness, and efficiency of program operations.
  - Identifying ways to improve the efficiency and effectiveness of administrative services.
  - Planning the work to be accomplished by your subordinates, set and adjust short-term priorities, prepare schedules for completion of the work; assign work to subordinates based on priorities.
  - Evaluating work performance of subordinates; give advice, counsel or instruction to employees on both work and administrative matters.
  - Interviewing candidates for positions; recommend appointment, promotion or reassignment to such positions.
  - Hearing and resolving complaints from employees and effect minor disciplinary measures.
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**QUALIFICATIONS REQUIRED:**[Back to top \(Top of Page\)](#)

GG-13: You qualify at the GS-13 level if you possess one year of specialized experience that equipped you with the skills needed to perform the job duties. Examples include applying and modifying, if necessary, established practices to specific administrative problems, including how to treat unusual circumstances or situations; conducting independent evaluations of administrative functions; preparing study findings, recommendations, and reports; providing advice on a variety of administrative and management programs and procedures; making agreements and commitments at meetings and during telephone discussions; and performing liaison functions with other organizations, including effectively presenting the organization's needs and establishing harmonious working relations with counterparts.

Experience refers to paid and unpaid experience, including volunteer work done through National Service programs (e.g., Peace Corps, AmeriCorps) and other organizations (e.g., professional; philanthropic; religious; spiritual; community, student, social). Volunteer work helps build critical competencies, knowledge, and skills and can provide valuable training and experience that translates directly to paid employment. You will receive credit for all qualifying experience, including volunteer experience.

**You must:**

- Meet all qualification requirements, subject to verification at any stage of the application process; and

•Meet all applicable Time in Grade requirements (current Federal employees must have served 52 weeks at the next lower grade or equivalent grade band in the Federal service) by Wednesday, July 08, 2015

This position is NOT covered under the bargaining unit.

**Supervisory Probationary Period:** You may be required to serve an eighteen-month probationary period upon appointment to this position. You may also be required to complete an appropriate supervisory training course within 12 months of assignment to this position.

### **HOW YOU WILL BE EVALUATED:**

We will review your resume and supporting documentation to ensure you meet the basic qualification requirements. If you meet the minimum qualifications, your experience, education and training will be rated using an online self-assessment questionnaire that is based on the competencies or knowledge, skills, and abilities listed below. You will receive a score ranging from 70-100 based on your responses. Your entire application package will then be reviewed. The final determination will be based on all the information provided in your application package.

If you are best qualified, you may be referred to the hiring manager for consideration and may be called for an interview. To preview the job questionnaire, see TAG:Link to Full Questionnaire.

### **Knowledge, Skills, Abilities and Other Characteristics (KSAOs):**

Candidates who meet the minimum qualification requirements are required to possess certain Knowledge, Skills, Abilities, or Other Characteristics (KSAOs) to successfully perform the functions of this position. Candidates will be asked to demonstrate their attainment of these KSAOs in an online job questionnaire. The KSAOs are:

- Knowledge of administrative programs, policies, practices, and methods.
- Ability to oversee the planning and organizing of the work needed to be accomplished by subordinates; i.e., setting priorities and preparing schedules for work.
- Skill in establishing and carrying out specific action plans for accomplishing short term goals and objectives.

**Agency Career Transition Assistance Program (CTAP):** If you have never worked for the federal government, you are not CTAP eligible. Information about CTAP eligibility is on the OPM's Career Transition Resources website at: <http://www.opm.gov/Reduc->

tion\_In\_Force/employee\_resources/ctap/Employee-Guideline\_CTAP.asp#3a ([http://www.opm.gov/Reduction\\_In\\_Force/employee\\_resources/ctap/Employee-Guideline\\_CTAP.asp#3a](http://www.opm.gov/Reduction_In_Force/employee_resources/ctap/Employee-Guideline_CTAP.asp#3a)). To be considered well qualified under CTAP, you must be rated at a minimum score of 85 for this position. In addition, you must submit the supporting documents listed in the "Required Documents" section of this announcement.

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**BENEFITS:**[Back to top \(Top of Page\)](#)

DHS offers competitive starting salaries and an attractive benefits package, including: health, vision, dental, life and long-term care insurance, Thrift Savings Plan (similar to a 401(k)), Flexible Spending Account, retirement plan, Employee Assistance Program, personal leave days and paid federal holidays. Other benefits may include: flexible work schedules, telework, tuition reimbursement, transportation subsidies, uniform allowance, health and wellness programs, and fitness centers. DHS is committed to employee development and offers a variety of employee training and development opportunities. For more information, please go to [www.dhs.gov/careers](http://www.dhs.gov/careers) (<http://www.dhs.gov/careers>) and select "Benefits".

To compare cost of living data, calculate mortgage scenarios, or gather information on communities and school districts, please visit the website: <http://www.relocationessentials.com/aff/lifecare/tools/salary/col.aspx> (<http://www.relocationessentials.com/aff/lifecare/tools/salary/col.aspx>)

**OTHER INFORMATION:**

**Background Investigation:** Customs and Border Protection (CBP) is a federal law enforcement agency that requires all applicants to undergo a thorough background investigation prior to employment in order to promote the agency's core values of vigilance, service to country and integrity. During the screening and/or background investigation process, you will be asked questions regarding any felony criminal convictions or current felony charges, the use of illegal drugs (i.e., marijuana, cocaine, heroin, LSD, methamphetamines, ecstasy) and the use of non-prescribed controlled substances including any experimentation, possession, sale, receipt, manufacture, cultivation, production, transfer, shipping, trafficking, or distribution of controlled substances. Entry into this position may require that you successfully pass a polygraph examination. For more information, please see: [http://www.cbp.gov/xp/cgov/careers/apply/mandatory\\_back\\_invest.xml](http://www.cbp.gov/xp/cgov/careers/apply/mandatory_back_invest.xml) ([http://www.cbp.gov/xp/cgov/careers/apply/mandatory\\_back\\_invest.xml](http://www.cbp.gov/xp/cgov/careers/apply/mandatory_back_invest.xml)).

**Probationary Period:** Current and former federal employees may be required to serve or complete a probationary period.

CBP uses E-Verify, an internet-based system, to confirm the eligibility of all newly hired employees to work in the United States. Learn more about E-Verify here, <http://www.uscis.gov/e-verify> (<http://www.uscis.gov/e-verify>), including your rights and responsibilities.

Every individual receives a fair opportunity throughout the Federal recruitment and hiring process. To learn more, click on the link [https://hru.gov/Studio\\_Recruitment/tools/Mythbuster\\_on\\_Federal\\_Hiring\\_Policies.pdf](https://hru.gov/Studio_Recruitment/tools/Mythbuster_on_Federal_Hiring_Policies.pdf) ([https://hru.gov/Studio\\_Recruitment/tools/Mythbuster\\_on\\_Federal\\_Hiring\\_Policies.pdf](https://hru.gov/Studio_Recruitment/tools/Mythbuster_on_Federal_Hiring_Policies.pdf))

Follow U.S. Customs and Border Protection on Twitter @CustomsBorder (<https://twitter.com/#!/customsborder>)

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## HOW TO APPLY:

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To begin your online application, click **"Apply Online"** to create a USAJOBS account and follow the prompts or log in to your existing account. Your application packet must include a completed assessment questionnaire, a resume, and any applicable and/or required supporting documentation. Please see the "Required Documents" section below for additional information. All application materials, including transcripts, must be in English.

We strongly encourage you to apply online. If you cannot apply online, you may fax your resume, assessment questionnaire, and supporting documents to **(478) 757-3144**. You must print a copy of and document your responses to the assessment questionnaire View Occupational Questionnaire (<https://ApplicationManager.gov/Questionnaire.aspx?ID=5415530&PreviewType=Questionnaire>) using OPM Form 1203-FX [http://www.opm.gov/Forms/pdf\\_fill/OPM1203fx.pdf](http://www.opm.gov/Forms/pdf_fill/OPM1203fx.pdf) ([http://www.opm.gov/Forms/pdf\\_fill/OPM1203fx.pdf](http://www.opm.gov/Forms/pdf_fill/OPM1203fx.pdf)), and the official fax cover sheet: <http://staffing.opm.gov/pdf/usascov.pdf> (<http://staffing.opm.gov/pdf/usascov.pdf>). Please include job opportunity announcement ID 1436768 and provide your SSN, name, and address using the exact name you used when you filled out the questionnaire. If you have uploaded documents into your application, you do not need to fax those same documents.

**Applications and supporting documentation will not be accepted by mail or email.**

The address below is for inquiries only. You may apply more than once, but the most recent application is the only one that will be used. **You must submit your resume, your online questionnaire, and any supporting documents by 11:59 PM Eastern Time on Wednesday, July 08, 2015**

**REQUIRED DOCUMENTS:**

- **Your resume:** A resume describing your job-related qualifications is required and will be used for the purpose of reviewing your qualifications and determining what training, if any, would be required when placed. Your resume must be in English and must include your job titles and a detailed description of your duties and the dates you performed them (MM/DD/YY), as well as your hours per week for each position listed. Your resume should also contain your full name, address, phone number, email address, and salary. NOTE: Resumes stored on USAJOBS will not automatically carry over to this announcement. You must upload or fax your resume and any other applicable supporting documentation.
- **Your responses to the job questionnaire View Occupational Questionnaire (<https://ApplicationManager.gov/Questionnaire.aspx?ID=5415530&Pre-viewType=Questionnaire>)**
- **Are you claiming special priority selection rights under the Agency Career Transition Assistance Program (CTAP)?** You must submit a separation notice; your most recent SF-50B (noting your current position, grade level and duty location); a current (or last) performance rating of record of at least fully successful or equivalent; an agency certification that you cannot be placed after injury compensation has been terminated; an OPM notification that your disability annuity has been terminated; or a Military Department of National Guard Bureau notification that you are retired under 5 U.S.C. 8337(h) or 8456.
- ***Veterans preference points are not applicable to Merit Promotion announcements***
- You may be asked to provide a copy of your recent performance appraisal and/or incentive awards. Consideration will be given to performance appraisals and incentive awards as an indication of quality prior experience, no points will be assigned.



**It is your responsibility to verify that any information entered, uploaded, or faxed is received and is accurate.** Human Resources will not modify or change any part of your application. If a document is not legible, you will not be able to view it in your application and you must again upload or fax it by the closing date.

**AGENCY CONTACT INFO:**

CBP HIRING OFO STAFFING

Phone: (952)857-2932

Email: CBPHIRING-OFOSTAFFING@CBP.DHS.GOV

Agency Information:

CBP Minneapolis Hiring Center

5600 American Blvd

Suite 700

Bloomington, MN

55437-1450

USA

**WHAT TO EXPECT NEXT:**

Once the job opportunity announcement has closed, we will assess your experience and training, identify the best qualified applicants, and refer those applications to the hiring manager for further consideration and interviews. You will be notified by email after each of these steps has been completed. Stay informed of changes to your application status by signing up for automatic email alerts at: <https://my.usajobs.gov/Account/NotificationSettings.aspx> (<https://my.usajobs.gov/Account/NotificationSettings.aspx>). If you are referred, you will receive a final notification of the disposition of the announcement. We expect to make a tentative job offer within 60 days after the close of the announcement. If you are selected, we may conduct a suitability/security background investigation.

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Reasonable Accommodation Policy Statement

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and Regulatory Guidance

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This is a United States [Office of Personnel Management \(http://www.opm.gov/\)](http://www.opm.gov/) website.

USAJOBS is the Federal Government's official one-stop source for federal jobs and employment information.